



Ian Dominic Gonsalves

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Education

UNIVERSITY OF BOLTON

B.S. Honors Degree in Business Management
Major in Marketing and Human Resource

U.K, Bolton
July, 2017

ST MARY'S CATHOLIC HIGH SCHOOL

Level 11th Boards Completed Including English and Math

U.A.E, Dubai
September, 2011

Experience

AMERICAN CENTER FOR PSYCHIATRY AND NEUROLOGY

Customer Relations Officer

- Deferring queries to your line manager if you are unable to answer them
- Greeting customers in a friendly, professional manner using the suggested script
- Furnishing members and health care practitioners with details regarding members' benefits.
- Granting pre-authorizations for medical treatment, if covered.
- Advising members of outstanding co-payments.
- Providing extant and prospective members with the details of network providers.
- Canceling members' plans upon their request, or due to recurrent nonpayment, if directed by your line manager.

U.A.E, Dubai
July 2020 – Present

BOROSIL AFRIZIA, FZE

Assistant Regional Manager

- Devising and maintaining office systems, including data management and filing.
- Arranging travel, visas and accommodation
- Screening phone calls, enquiries and requests
- Meeting and greeting visitors at all levels of seniority
- Organizing and maintaining diaries and making appointments.
- Dealing with incoming email, often corresponding on behalf of the manager
- Carrying out background research and presenting findings
- Producing documents, briefing papers, reports and presentations
- Organizing and attending meetings and ensuring the manager is well prepared for meetings
- Liaising with clients, suppliers and other staff

U.A.E, Dubai
March 2018 – April 2020

Leadership & Activities

THE STUDIO DUBAI

U.A.E, Dubai

Accounts Executive Intern

December 2017 – January 2018

- Make telephone calls, email & online presentations to handle all aspects of the sales process, including introduction of Getty Images products, qualification, investigation, question-based selling and solution provision.
- Talking to new clients, discovering new revenue opportunities and closing deals.
- Selling products & services to client group across Media, Corporate and Agency.
- Responsible for entering accurate customer and sales data into CRM and related systems including entering orders, tracking, information gathering, troubleshooting, and research.
- Accountable for meetings and exceeding monthly sales target revenue by making significant outbound telephone sales calls to target new clients.

MANSCI PROFESSIONAL SERVICES

U.A.E, Dubai

Marketing Research Intern

April 2016 – June 2016

- Worked as a Market Research intern mainly focusing on diverse growth opportunities
- Assisted research managers in proprietary and syndicated research efforts,
- incorporating all research data and industry information into comprehensive assessments.
- Monitored industry issues and developments as they related to client issues.
- Screening phone calls, enquiries and requests
- Studied multiple mutual fund market strategies to identify an optimal scheme for the company.

Skills & Interests

Technical: Microsoft Office, Excel, Powerpoint

Language: Native English and Conversational Hindi

Interests: Outdoor Activities, Football, Gaming and having a conversation about current Situations.